

URGENT: Field Safety Notice

Jasper™ HPLC System

Dear Valued Customer,

SCIEX is initiating a field action for the product listed above.

Reasons for the voluntary field correction

In rare occasions, in JasperLC autosamplers with the temperature control function, there have been cases where the main board and adjacent cables were partly charred. The cause is that condensation water drained from Peltier dehumidifier, leaked out from the tray, resulting in short circuit. Even in the case that there is no such damage, the Y motor and its surrounding die cast part may become rusty.



Photo 1:
Damaged Board/Cables



Photo 2:
Rust in the Y Motor

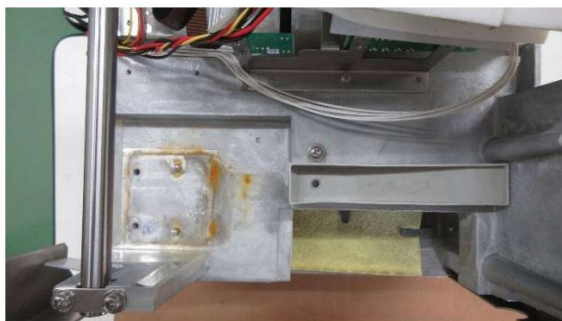


Photo 3:
Rust in the Die Cast Part

None of the reported incidents to date have resulted in any injuries or property damage (other than damage to the autosampler), and we expect no adverse risk to the health and/or property of the customer.

To reduce the risk of occurrence, SCIEX is recommending that the unit be inspected for condensation waters leakage.

Actions to be taken by SCIEX:

SCIEX will arrange to inspect the JasperLC autosampler for leakage. Depending upon the findings, the SCIEX engineer will install a Main PCB protective sponge and a dew tray replacement kit, if necessary. If any problems are found with internal components of the autosampler related to leakage they will be replaced.

Product and distribution information

Please see the attached listing of all products affected.

UDI No.	Product Description
00842365102018	Jasper™ HPLC System with 4500MD (China)
00842365100519	Jasper™ HPLC System (Global)

SCIEX is currently notifying affected customers of the upcoming countermeasure. No action is required from you in the meantime, and you may continue to use the product as directed by the user manual. We sincerely apologize for any inconvenience that this may cause you. SCIEX aims to provide you with products of the highest quality.

If you have any questions regarding this notice, please contact <https://sciex.com/about-us/contact-us> or <https://sciex.com/support/request-support>. Please provide an email acknowledgement or a completed response form (see next page) to regulatory.affairs@sciex.com.

Sincerely,

Tanya Tollifson
Director Product Management
Liquid Chromatography Systems and LC-MS Accessories

RESPONSE FORM

Device Name	Part Number
Jasper™ HPLC System	5057029
<p>Serial Numbers: DU20011711PL, DU20021907, DU20031909, DV20021710, DV20031711, DV20041711, DV20181801, DV20201801, DV20221802, DV20231802, DV20241803, DV20251803, DV20261803, DV20271803, DV20291803, DV20311803, DV20321804, DV20341804, DV20351804, DV20361804, DV20371804, DV20381804, DV20391804, DV20401805, DV20421805, DV20431805, DV20441805, DV20471805, DV20501806, DV20511806, DV20521806, DV20531806, DV20551806, DV20561806, DV20571806, DV20581806, DV20591807, DV20601807, DV20611807, DV20651807, DV20681807, DV20701808, DV20761808, DV20771808, DV20791808, DV20801809, DV20821809, DV20831809, DV20841809, DV20851809, DV20871809, DV20891810, DV20911810, DV20921811, DV20931811, DV20941811, DV20991811, DV21011811, DV21021811, DV21061812, DV21071812, DV21081812, DV21091901, DV21101901, DV21121901, DV21131901, DV21151901, DV21161901, DV21181901, DV21191901, DV21211901, DV21221901, DV21241903, DV21261903, DV21271903, DV21281903, DV21321903, DV21331903, DV21371903, DV21381903, DV21391903, DV21401903, DV21411903, DV21441904, DV21451904, DV21461904, DV21481905, DV21521905, DV21541905, DV21551905, DV21561905, DV21571905, DV21581906, DV21601906, DV21611906, DV21621906, DV21641906, DV21651906, DV21671906, DV21701906, DV21711906, DV21711906, DV21731908, DV21761908, DV21771908, DV21791908, DV21801908, DV21811908, DV21821908, DV21841908, DV21851908, DV21861908, DV21871909, DV21881909, DV21891909, DV21911909, DV21921909, DV21931909, DV21941909, DV21961909, DV21981909, DV21991909, DV22001909, DV22011910, DV22121911, DV22181912, DV22201912, DV22211912, DV22221912, DV22231912, DV22241912, DV22261912, DV22271912, DV22281912, DV22291912, DV22301912, DV22311912, DV22321912, DV22331912, DV22341912, DV22351912, DV22361912, DV22371912, DV22381912, DV22391912, DV22402002, DV22412002, DV22422002, DV22432002, DV22442002, DV22452003, DV22462003, DV22492003, DV22502003, DV22512003, DV22522003, DV22552007</p>	

Check the appropriate box below:

- ☐ I have read and understood the information within the accompanying Notification Letter. All relevant personnel have been informed of its contents.

or:

☐ We do not have this product.

ON-SITE AFFECTED SERIAL NUMBER

Please sign the section below, indicating your acknowledgement of this communication.

Contact Person Name and Title (Please Print)

Company Name

Company Address (Street)

Company Address (City)

Company Address (Country, Zip Code)

Signature

Date

Telephone

Email